



## Primary Care Trends Analysis Report

GP Patient Experience (Chingford Cluster)

**healthwatch**  
Waltham Forest

### ABOUT THIS REPORT

This report examines the patient experience of GP Practices in Chingford.

Service categories analysed include 'Appointment Booking' (the ability to get appointments), 'Getting There' (catchment and travel), 'Wait at Appointment' (waiting times and environment), 'Clinical Treatment' (quality of treatment including choice and involvement in decisions), 'Staff Attitude' (attitude of receptionists, clinicians & nurses), 'Administration' (back office/administrative functions) and 'Communication' (advice and information including language and sensory requirements). These categories have been chosen by GP Practice Managers.

#### **The Coding**

The comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment. Quality assurance of coding is ensured through the Healthwatch Waltham Forest Patient Experience Panel.

#### **The Tables**

The Practices receiving the largest quantities of issues are displayed at each table. This means different Practices feature on different tables, dependent on how many issues have been received on any given topic. Please see Annex 1 for a full breakdown of Practices.

#### **Disclaimer**

The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

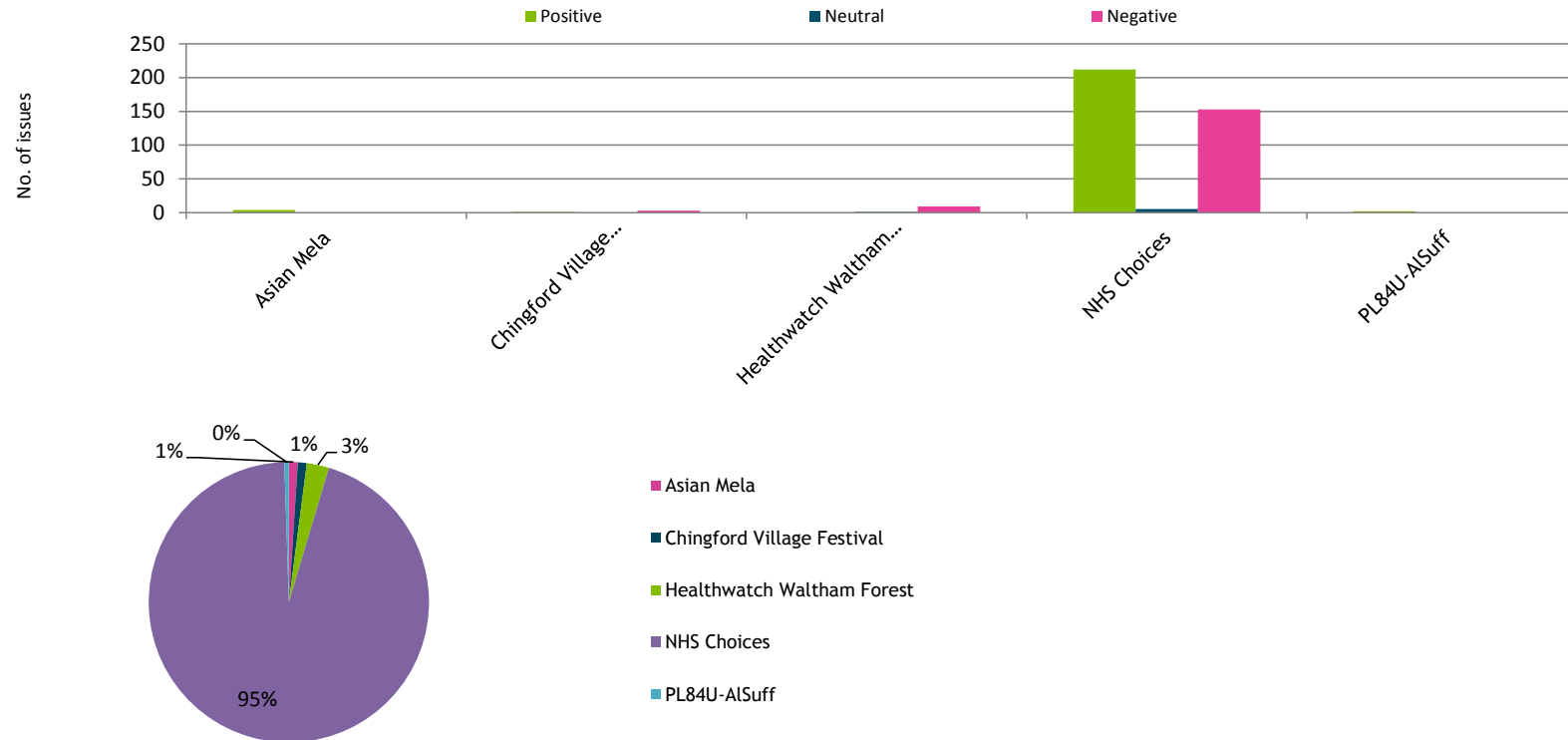
## SECTION 1: REPORT CONTENT

1.1: Reporting Period:

Healthwatch Waltham Forest has identified 392 issues about GP services in Chingford during the reporting period. This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each trend (Section 3).

From: 01/04/2016  
To: 31/03/2017

### 1.2: Data Origin



### The Data in this Report

The majority of service user comments originate from NHS Choices, with the remainder from Healthwatch Waltham Forest activity.

Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

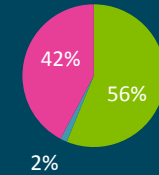
Report Date: 07/06/2017

## SECTION 2: TOP OVERALL TRENDS

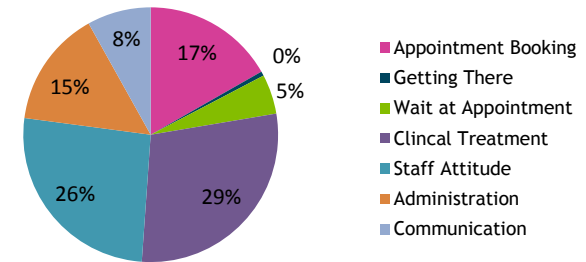
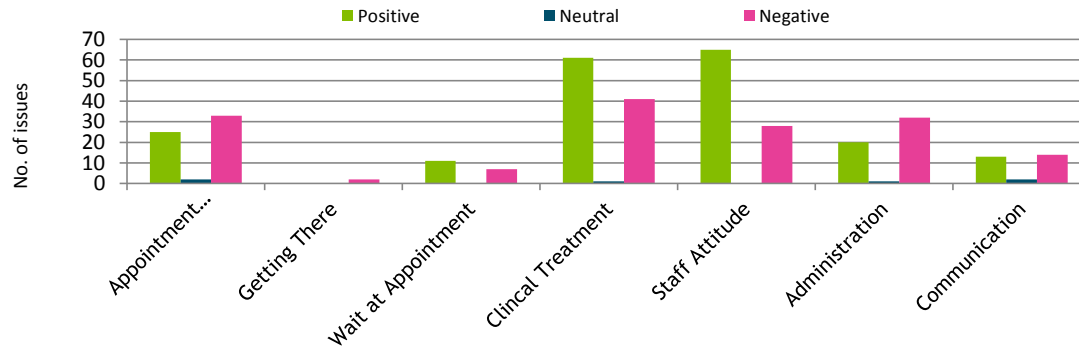
Overall patient sentiment is 56% positive. Clinical Treatment, Staff Attitude and Appointment Booking are considered the most important aspects of service. Sentiment about Staff Attitude is clearly positive, and broadly so on Clinical Treatment. Comments suggest sentiment on Appointment Booking and Administration is marginally negative.

### 2.1 Sentiment:

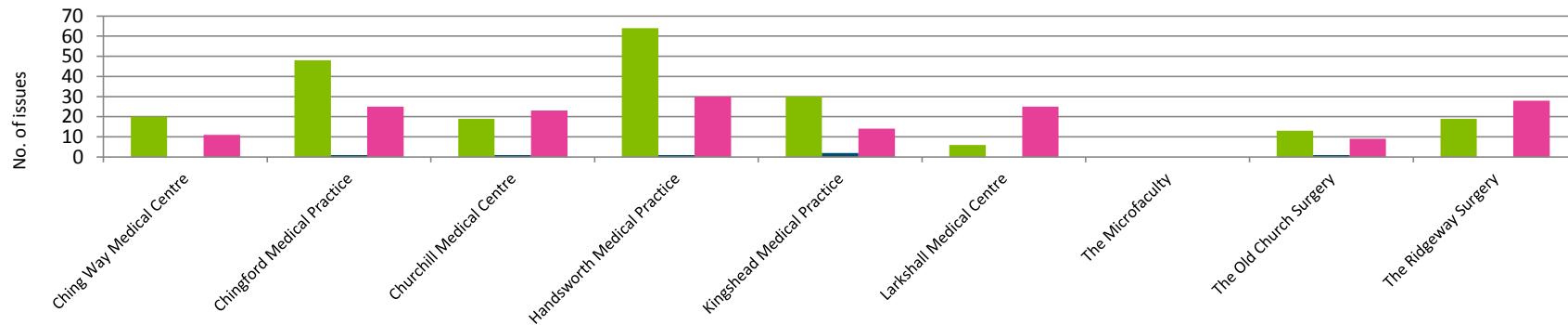
- Positive
- Neutral
- Negative



### 2.2 Most Reported Aspects of Service:



### 2.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

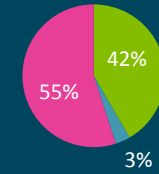
Sentiment at Handsworth Medical Practice, Chingford Medical Practice and Kingshead Medical Practice is broadly positive, according to comments. Comments suggest sentiment at Larkshall Medical Centre is broadly negative, and marginally so at The Ridgeway Surgery and Churchill Medical Centre.

## SECTION 3.1: APPOINTMENT BOOKING

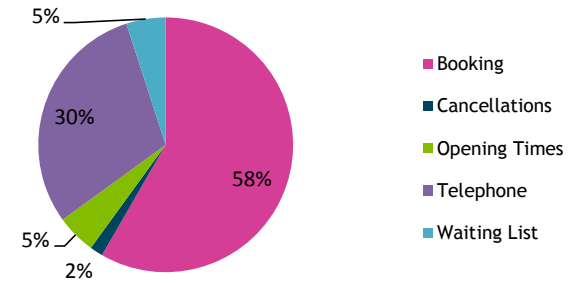
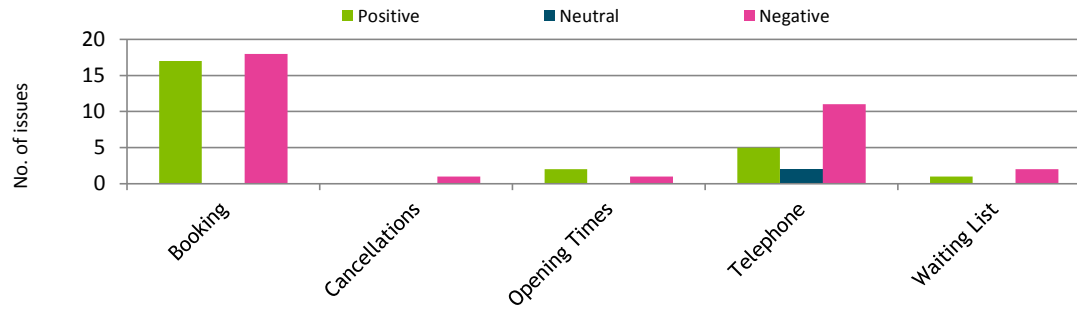
### 3.1.1 Sentiment:

Appointment Booking is the largest negative trend overall, and is 55% negative in sentiment. Sentiment about booking processes is marginally negative. There is dissatisfaction with telephone systems, which become congested at certain times of day.

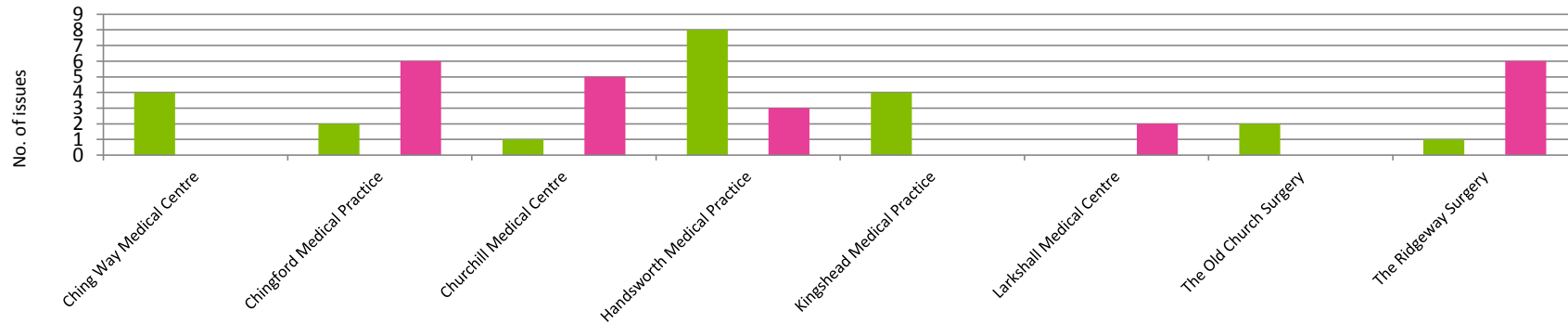
■ Positive  
■ Neutral  
■ Negative



### 3.1.2: All Aspects of Appointment Booking:



### 3.1.3 Practices Receiving the Most Issues Overall:



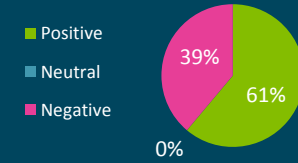
#### Practices to Watch

Handsworth Medical Practice receives the largest volume of comments, and sentiment is broadly positive overall. Comments suggest sentiment at Churchill Medical Centre, The Ridgeway Surgery and Chingford Medical Practice is broadly negative.

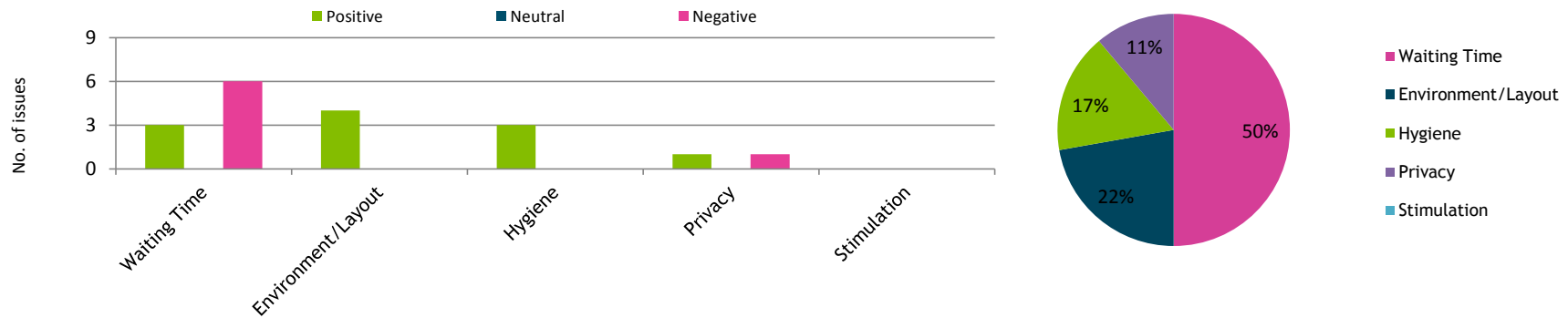
## SECTION 3.3: WAIT AT APPOINTMENT

5% of issues overall are about Wait at Appointment, which is 61% positive as a topic.

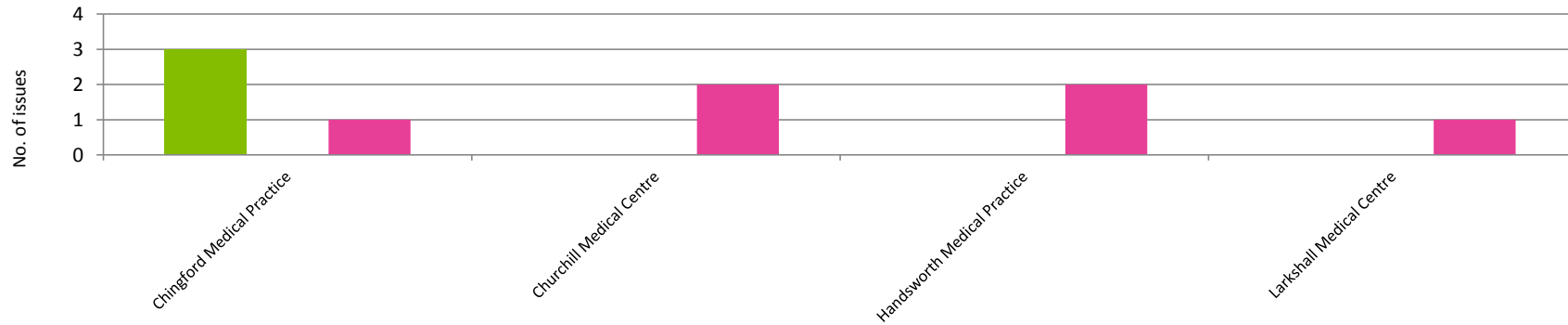
### 3.3.1 Sentiment:



### 3.3.2: All Aspects of Wait at Appointment:



### 3.3.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

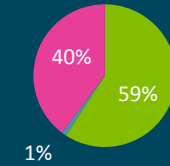
No practices receive a notable volume of comments.

## SECTION 3.4: CLINICAL TREATMENT

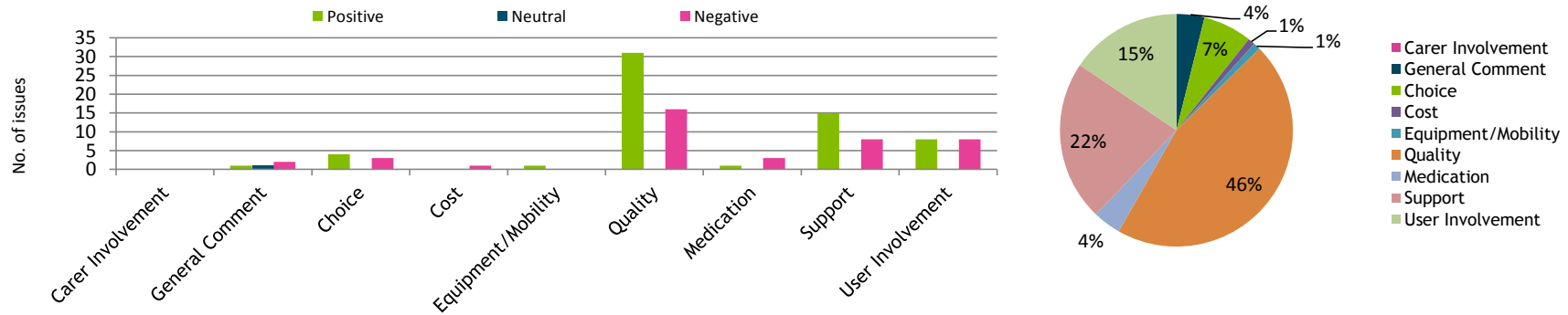
Clinical Treatment receives 29% of issues overall and sentiment is broadly positive. Patients are broadly positive about the quality of treatment and support received.

### 3.4.1 Sentiment:

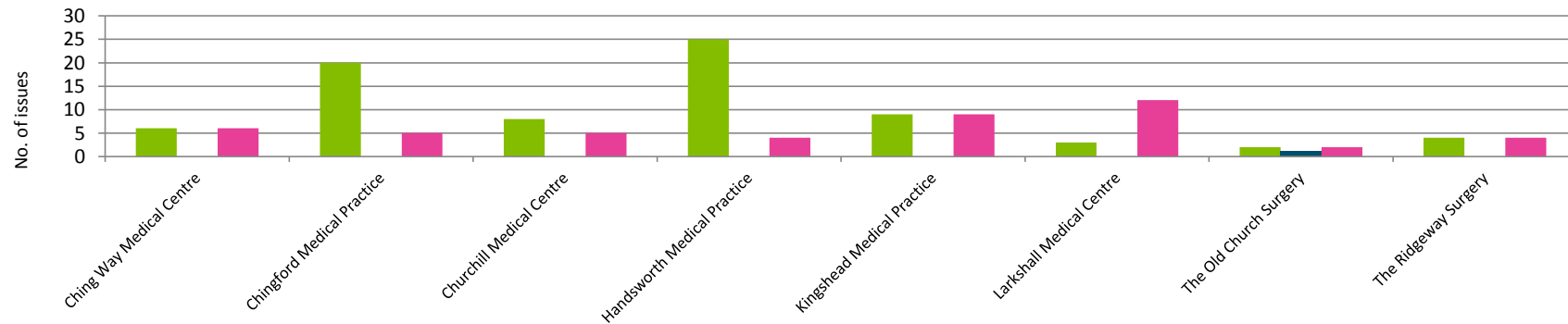
■ Positive  
■ Neutral  
■ Negative



### 3.4.2: All Aspects of Clinical Treatment:



### 3.4.3 Practices Receiving the Most Issues Overall:



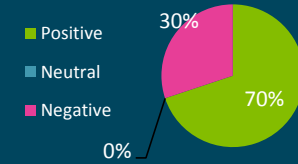
### Practices to Watch

Handsworth Medical Practice and Chingford Medical Practice receive a good volume and ratio of positive comments.

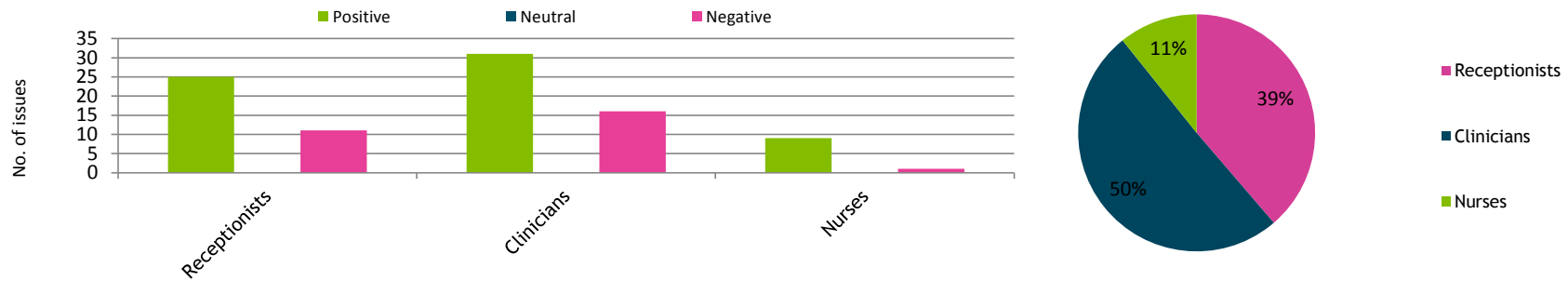
## SECTION 3.5: STAFF ATTITUDE

Staff Attitude receives 26% of issues overall and sentiment is broadly positive.

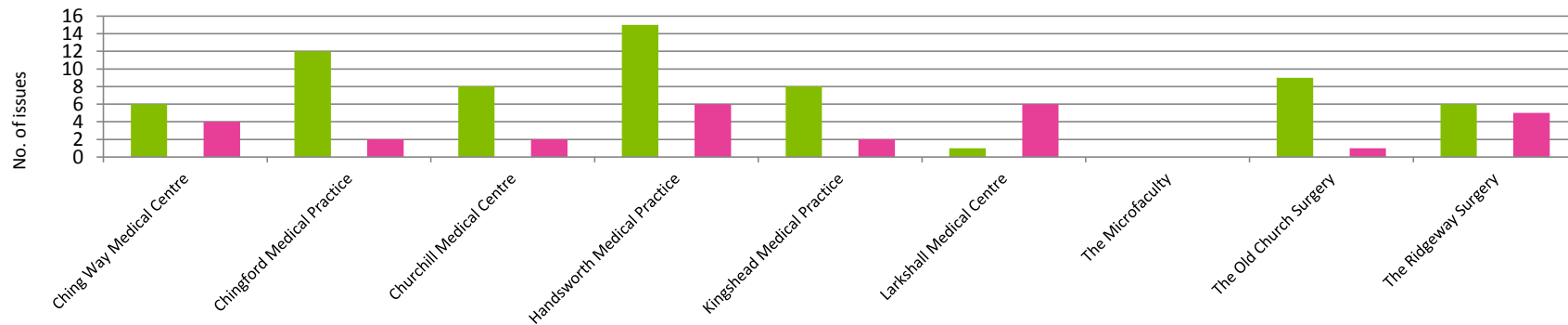
### 3.5.1 Sentiment:



### 3.5.2: All Aspects of Staff Attitude:



### 3.5.3 Practices Receiving the Most Issues Overall:



#### Practices to Watch

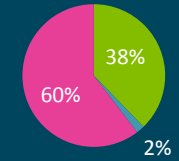
Comments suggest sentiment at most practices is broadly positive, particularly so at Handsworth Medical Practice.

## SECTION 3.6: ADMINISTRATION

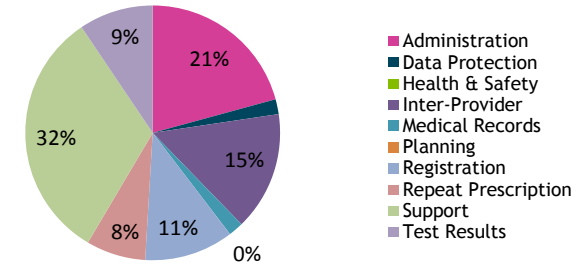
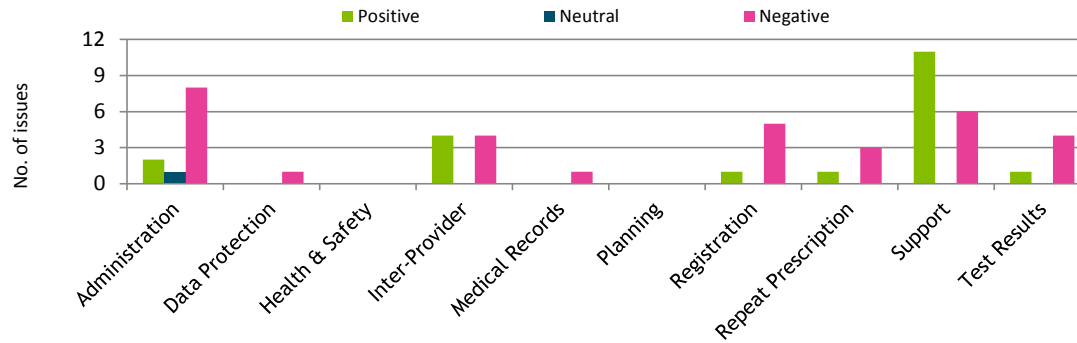
Administration receives 15% of issues overall and sentiment is broadly negative. Patients comment positively on support, but negatively on administration and ability to register.

### 3.6.1 Sentiment:

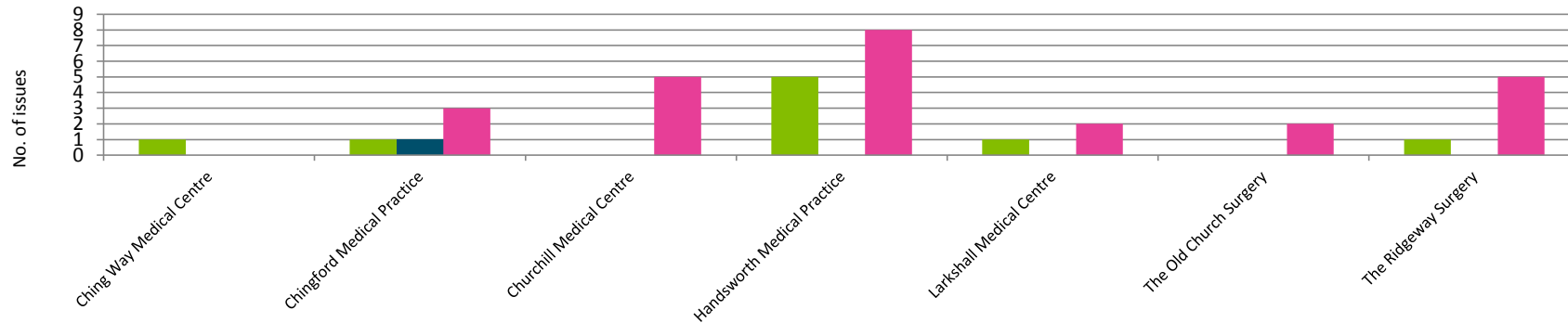
- Positive
- Neutral
- Negative



### 3.6.2: All Aspects of Administration:



### 3.6.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

Comments suggest sentiment at Handsworth Medical Practice is marginally negative.

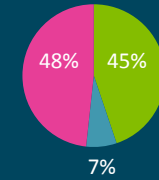


## SECTION 3.7: COMMUNICATION

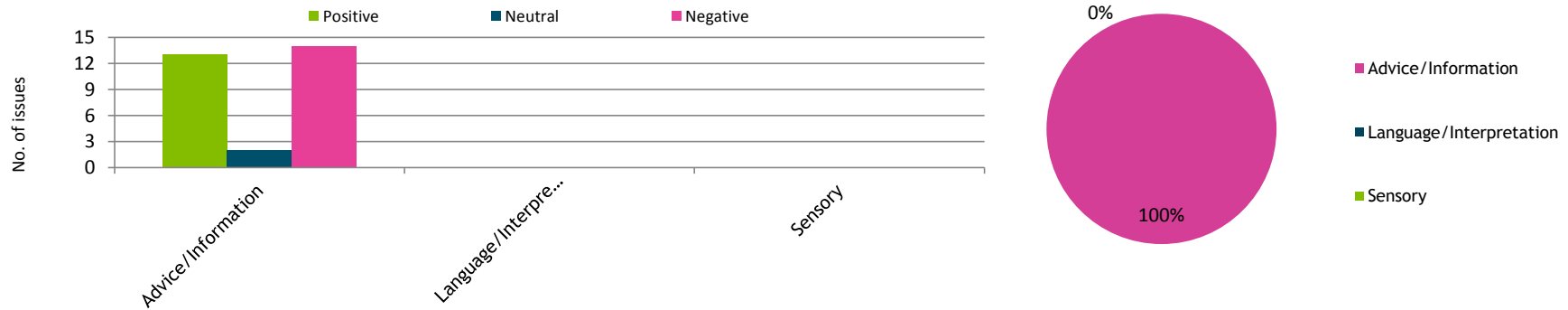
Communication receives 8% of issues overall and is mixed in sentiment. All issues are about access to advice and information.

### 3.7.1 Sentiment:

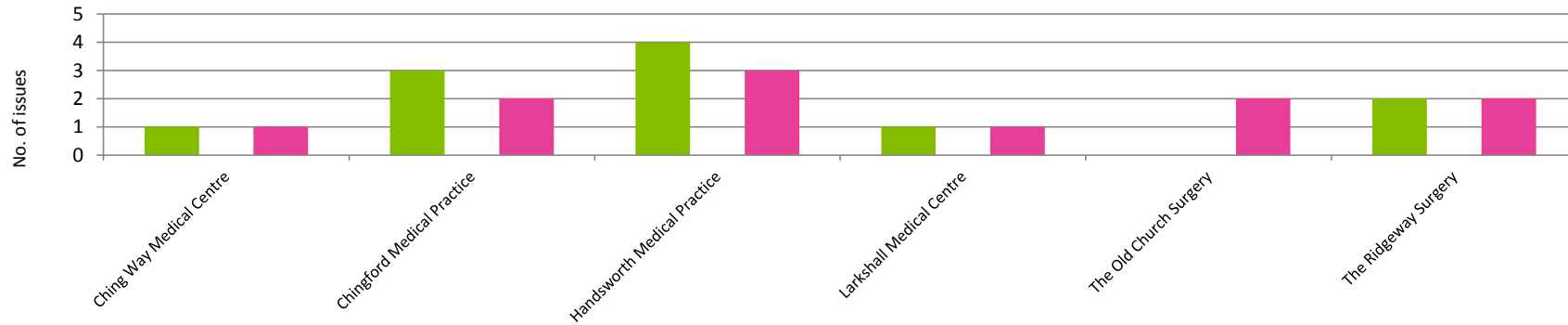
■ Positive  
■ Neutral  
■ Negative



### 3.7.2: All Aspects of Communication:



### 3.7.3 Practices Receiving the Most Issues Overall:



### Practices to Watch

No practices receive a notable volume of comments.

